



# Domestic Abuse Policy for Richmond's housing services



**Easy read version**

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# What is domestic abuse?

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Domestic abuse is when someone hurts or controls another person in their home. For example, common forms of abuse are:



Physical (hitting, pushing)



Emotional (bullying, name-calling)



Financial (taking money, stopping someone from working)



Controlling (telling someone what to do, who to see)



Stalking and harassment (following you and unwanted approach)



Honour-based abuse (abuse linked to beliefs that a family or community has, such as forced marriage, female genital mutilation)

# Introduction

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This policy explains how the housing teams in the council helps people who are affected by domestic abuse. It shows what support is available and how staff can help.

## This policy is for:



Any person who is affected by domestic abuse



Friends and family of people affected



Council staff and partner organisations who want to help

# Our legal responsibilities

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We have legal responsibilities to help victims and survivors. We want to ensure their safety. Our responsibilities are:



Providing a response that will keep victims and survivors, as well as their families, safe



Recognising and treating children as victims and survivors if they see or witness abuse



Making a referral for support if a victim or survivor is at high risk of injury or death because of abuse



Providing housing support to people who are homeless because of abuse



Offering temporary accommodation to keep victims and survivors safe

# How to get help

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If a victim or survivor needs help, they can:



Call **999** if they are in immediate danger



Contact the council for help by calling us on the telephone



If the person is homeless because of abuse, visit the council homelessness team for support



Social housing tenants can contact their landlord



Contact domestic abuse support services and charities



Visit the One Stop Shop service, which is a drop-in service for people experiencing abuse

See our contacts section from page 11 for more information.



# What to expect from our services

When someone comes to us for help, we will make sure:



Staff are trained to understand domestic abuse



Support will be offered that reflects what the person needs. They will be treated in a fair and kind way



Council staff will work with other services like the police, social care and professionals to keep victims and survivors safe



Safety plans will be agreed to help and support the person

# What your options are

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There is no single 'solution' when helping people who experience abuse. All staff are trained to understand the different options. When a person experiences domestic abuse, staff will consider:



**Sanctuary schemes:** all residents can ask for extra security measures like changing locks, installing alarms and putting up cameras. These services are free of charge



**Homeless support:** teams can help with homelessness and consider providing temporary accommodation



**Management transfers:** social housing tenants can apply for 'emergency moves' to a new social home. The tenant must enquire with their landlord



**Relocation:** social housing tenants can consider moving home through mutual exchange schemes



# Working in partnership

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Council staff work with different services to make sure victims and survivors receive the best support. This includes:



National services and charities



Children and adult social care services if there are safeguarding concerns



Attending meetings called the Multi-Agency Risk Assessment Conference that includes different professionals to review high risk cases



With the person's consent, we will make referrals to support services

Please remember, if the person is assessed as high risk, staff do not need consent when referring to support services.

# Equality, diversity and inclusion

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Everyone is different. Some people may need more help because of their nationality, health, sexuality, or religion. We can help people who:



**Don't speak English:** we can provide translation services



**Have a disability:** we can make adaptations to help the person



**Identify as LGBTQ+:** we will not discriminate



**Are elderly or from a minority group:** we welcome everyone and will meet your needs

# Contacts details for our services

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Here are some useful contacts should you need help:

## Richmond Council Homelessness Prevention and Solution Team

If you are homeless, you can:



- Submit an online application  
[www.richmond.gov.uk/homelessness\\_application\\_guide](http://www.richmond.gov.uk/homelessness_application_guide)
- Call us on **020 8744 2442**
- Visit us at Housing Information and Advice Team, Civic Centre, 44 York Street, Twickenham, TW1 3BZ

Our opening hours are 10am to 4pm Monday to Friday and from 1pm to 4pm on Wednesday.

## Temporary Accommodation Team:

If you are in temporary accommodation provided by the council, you can:



- Call us on: **020 8871 6161**
- Email us: [temporaryaccommodation@richmondandwandsworth.gov.uk](mailto:temporaryaccommodation@richmondandwandsworth.gov.uk)

# Domestic Abuse One Stop Shop

To visit the free drop-in service, please visit:



**RICHMOND**  
**ONE STOP SHOP**

Domestic Abuse Advice and Support

**Are you experiencing domestic abuse from a partner, ex-partner or a family member?**  
The Richmond One Stop Shop is a free drop-in service providing legal advice, information, and support to those experiencing domestic abuse. No appointment necessary.

<b>RICHMOND ONE STOP SHOP</b> Hampton Hill Citizens Advice, 1st Floor, 94-102 High Street, Hampton Hill, TW12 1NY Open every Friday, 10am to 12pm (excluding Bank Holidays)	For more information, contact Refuge Domestic Abuse Support Service <b>020 3879 3544</b> (Monday to Friday, 9am to 5pm)
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 **COMMUNITY SAFETY PARTNERSHIP**  
Richmond upon Thames

 **LONDON BOROUGH OF RICHMOND UPON THAMES**

 **METROPOLITAN POLICE**

## Hampton Hill Citizens Advice:

**Opening times:** every Friday between 10am to 12 noon (excluding bank holidays)

**Address:** Hampton Hill Citizens Advice,  
94-102 High Street, Hampton Hill,  
TW12 1NY

**You DO NOT NEED to book an appointment.**



For contact details of other local and national charities, please see page 21 on the full Domestic Abuse policy. Visit: [www.richmond.gov.uk/housing\\_policies](http://www.richmond.gov.uk/housing_policies)